

2142



<b>AMENDMENT TRANSMITTAL LETTER (Large Entity)</b>			Docket No. 6065-75339
Applicant(s): Darryl Hymel			
Serial No. 09/505,318	Filing Date 02/16/2000	Examiner Vu, Thong H.	Group Art Unit 2142

Invention: ACD MULTIMEDIA CUSTOMER CONTACT WITH DELAY ANNOUNCEMENTS

TO THE COMMISSIONER FOR PATENTS:

**RECEIVED**

AUG 11 2003

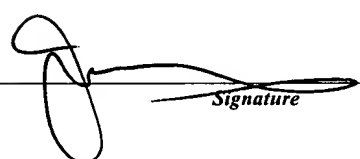
Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

Technology Center 2100

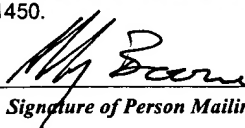
CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE	
TOTAL CLAIMS	41 -	41 =	0	x \$18.00	\$0.00	
INDEP. CLAIMS	6 -	6 =	0	x \$84.00	\$0.00	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00	
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00	

- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_
- ☐ A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.
- ☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 23-0920
  - ☒ Any additional filing fees required under 37 C.F.R. 1.16.
  - ☐ Any patent application processing fees under 37 CFR 1.17.

  
Signature

Dated: August 5, 2003

Jon P. Christensen  
Reg. No. 34,137

I certify that this document and fee is being deposited on 8/05/2003 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.
 Signature of Person Mailing Correspondence
Abby Boone Typed or Printed Name of Person Mailing Correspondence

CC: